

How You Can Help Stop Medicare and Medicaid Fraud

1. Keep a record of the healthcare services and products you receive, including names, dates and places.

2. Review your Medicare or Medicaid summary notices to see if they match your record. If the summary information doesn't look right:

A. Call the health care provider.

B. If you aren't satisfied with the provider's response, call the "carrier" or "fiscal intermediary" listed on your summary notice.

C. If you still aren't satisfied with the response, call either the:

- SORT program (Missouri's program to fight Medicare/Medicaid fraud):
1-888-515-6565
or
- Department of Health & Human Services (federal agency that oversees Medicare and Medicaid):
1-800- HHS-TIPS
(1-800-447-8477)

Volunteer Opportunities:

Long-Term Care Ombudsman 1-800-309-3282

Be an ombudsman for long-term care residents in your community. Advocate for high quality of life and the rights of residents. Three to four hours per week.

CLAIM (Community Leaders Assisting the Insured of Missouri) 1-800-390-3330

Be a Medicare CLAIM counselor. Give one-on-one help to people in your community so they can understand their Medicare coverage and claims. Two or more hours per month.

SORT (Seniors Organized to Restore Trust) **1-888-515-6565**

Be a Medicare SORT and fraud/abuse counselor. Give one-on-one help to people in your community. Two or more hours per month.

Training and supervision available in all programs.

For hearing and speech impaired, call
RELAY MISSOURI:
Text Telephone: 1-800-735-2966
Voice: 1-800-735-2466

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****An Equal Opportunity/Affirmative Action Employer****

All Services Provided on a Nondiscriminatory Basis

Who What & Where of Medicare, Medicaid and Veterans Benefits in Missouri

Medicare, Medicaid & Veterans Benefits are complicated programs. When you have a question about either program, half of the battle is finding someone who can give you an answer.

The Missouri Department of Health and Senior Services provides this helpful guide to aid you in your search.



Question or Complaint	Where the Answers Are	How to Get Answers
How to get or replace a Medicare Card	Social Security Administration	1-800-772-1213
Questions about general Medicare coverage or about my Medicare claim	<ul style="list-style-type: none"> • Medicare carrier • CLAIM (Missouri's free Medicare counseling program) • Centers for Medicare and Medicaid Services (CMS) 	<ul style="list-style-type: none"> • Carrier: Phone number on the Medicare Summary Notice • CLAIM: 1-800-390-3330 • CMS: 1-800-633-4227
Doctors who participate in Medicare	Medicare carrier	Western Missouri: 1-800-892-5900 Eastern Missouri: 1-800-392-3070
Complaints about the quality of care provided by Medicare-reimbursed service provider (in hospital or Medicare skilled nursing unit)	Missouri Quality Improvement Organization	1-800-347-1016
Complaints when a hospital denies me admission or wants me to leave before I'm ready	Missouri Quality Improvement Organization	1-800-347-1016
Questions about Medicaid coverage in general	Missouri Department of Social Services Family Support Division	1-800-235-5503 Ask for your local county office phone number
Questions about my Medicaid claim	Missouri Division of Medical Services	1-800-392-2161
Complaints about an insurance company, agent or agency	Missouri Department of Insurance	1-800-726-7390
Reports of abuse, neglect or exploitation of seniors or adults with disabilities	Missouri Department of Health & Senior Services Elderly Abuse/Neglect Hotline	1-800-392-0210
Information about services for seniors or adults with disabilities in Missouri	Missouri Department of Health & Senior Services toll-free Information Line	1-800-235-5503
Questions about VA eligibility & assistance in obtaining & completing necessary forms	Missouri Veterans Commission	1-866-VET-INFO (1-866-838-4636) http://www.mvc.state.mo.us
Questions about Veterans Administration Health Benefits	Federal VA Health Benefits Service Center	1-877-222-VETS(1-877-222-8387)
Questions about general Veterans Benefits	Federal Veterans Administration	1-800-827-1000
	Official U.S. government Medicare website.....	www.medicare.gov
	Centers for Medicare and Medicaid.....	www.cms.gov